Owner's Manual

- *Installation Guide*
- *User's Guide*
- *Troubleshooting*
- *How to Get Help*

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Welcome to Zip*Plus*™!

Zip*Plus* offers you everything a standard Zip drive has plus more! Here's how to get started using your new drive and software:

1. Install your Zip*Plus* drive and Iomega Tools software using the instructions in the **Installation Guide** (pages 1-10 of this manual).

2. Check the **User's Guide** for information on using your Zip*Plus* drive and Iomega Tools software (pages 12-25 of this manual).

3. Install your Zip*Plus* multimedia software using the instructions in the **Zip*Plus* Multimedia Software Guide**. Refer to the on-line help included with each software program for information on using the software.

4. Insert a Zip disk and start using your new Zip*Plus* drive to:

   Expand your computer storage – 100MB at a time... **Move** your work to different locations and computers... **Back up** your hard disk quickly and easily... **Create** a multimedia library... **Store** large scanned or downloaded files... **Protect** sensitive information... **Organize** large amounts of information... **Take** work home or on the road... **Store** and run all your games... **Stretch** the limits of your creativity!

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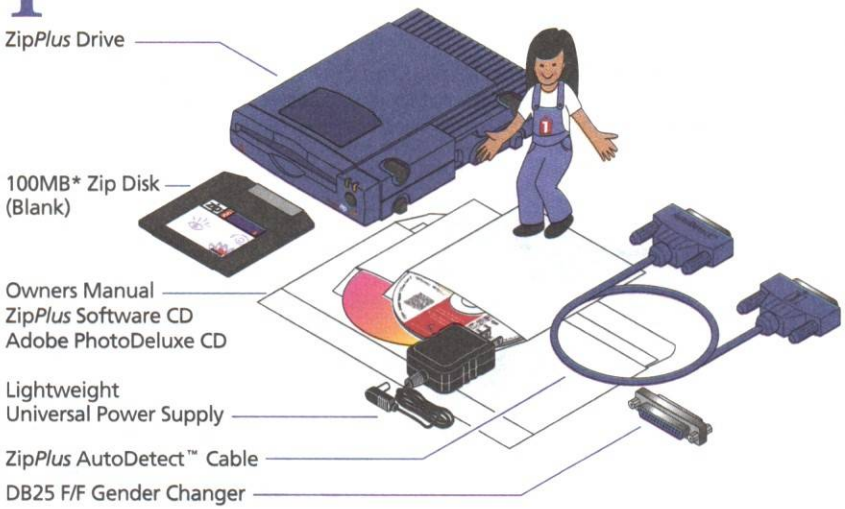
Installation Guide

1 Unpack your Zip*Plus* drive and accessories.



*100MB capacity where 1MB = 1 million bytes.
The capacity reported by your operating system may vary.

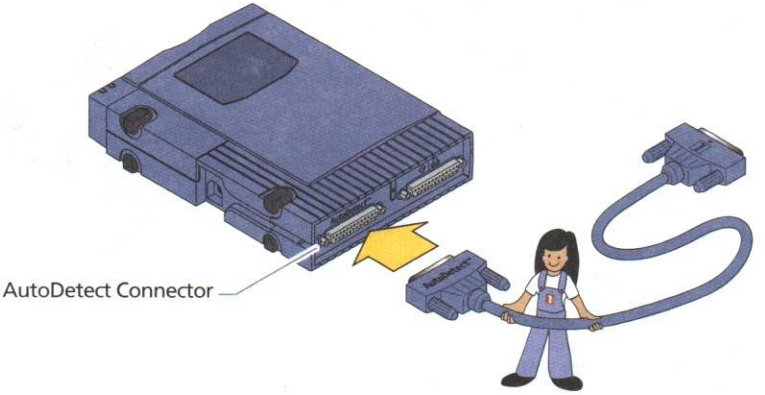
2 Shut down your computer system and turn off the power switch.

CAUTION *Always turn off power to the computer and all devices connected to it before connecting or disconnecting ZipPlus. If power is already connected to the ZipPlus drive, disconnect it.* ■

3 Connect the Zip*Plus* cable to the AutoDetect™ connector on the back of your Zip*Plus* drive.

The Zip*Plus* data cable is specially designed for use with Iomega AutoDetect technology; other cables will not allow the Zip*Plus* drive to correctly detect whether it is connected to a SCSI or parallel port connection on the computer.

CAUTION *When connecting the ZipPlus drive to your computer, use only the ZipPlus data cable, and always connect it to the data connector marked "AutoDetect" on the back of the drive.* ■

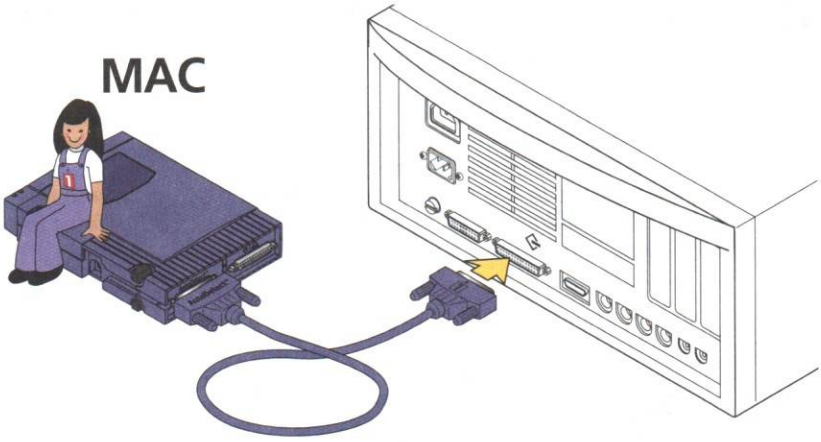


■ ***Making the connection:*** *The cable connector is keyed so it fits on only one way. If the cable connector does not go on easily, try turning it over. Make sure the connector is on all the way, then tighten the connector screws.* ■

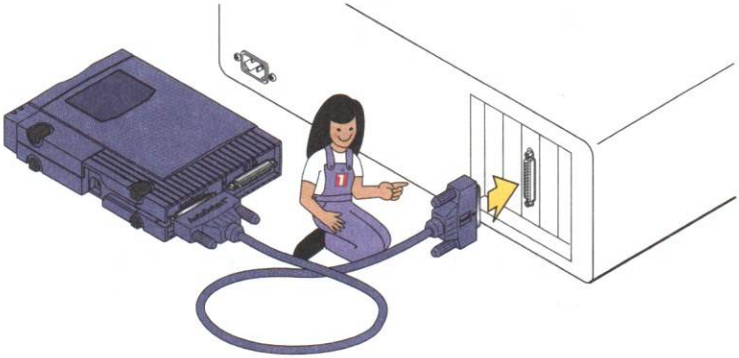
4 Connect the other end of the Zip*Plus* cable to the computer using either a SCSI connection or the parallel port (printer port).

■ ***Which connection to use?*** *On a Mac, use the built-in, external SCSI connector. On a PC, use a SCSI adapter connection if one is available. If a SCSI connection is not available, use the computer's parallel port. The ZipPlus drive automatically detects whether it is connected to a SCSI connection or a parallel port, so you can use it with either one. A SCSI connection is preferred, simply because it transfers data faster than a parallel port. (See page 23 for information about SCSI connections for ZipPlus.)* ■

MAC

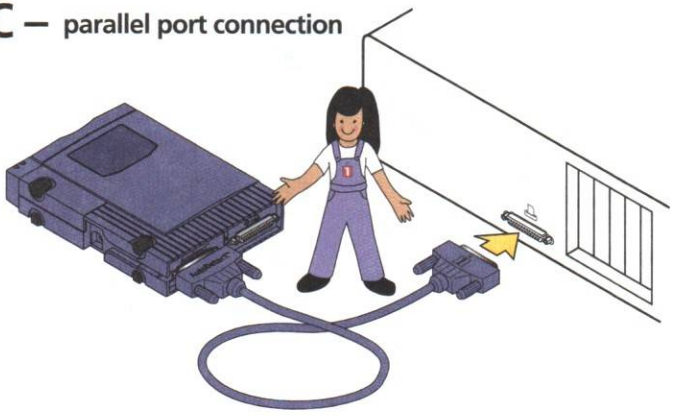


PC – SCSI adapter connection



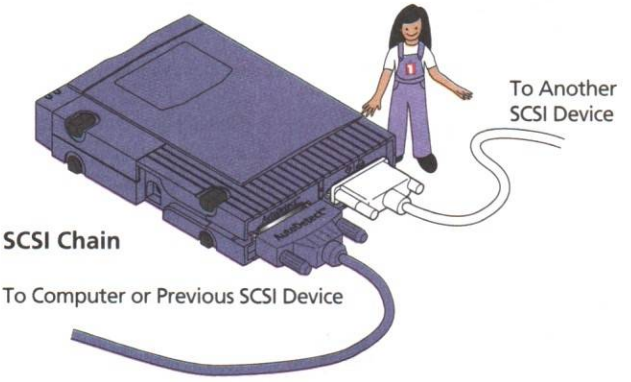
OR

PC – parallel port connection

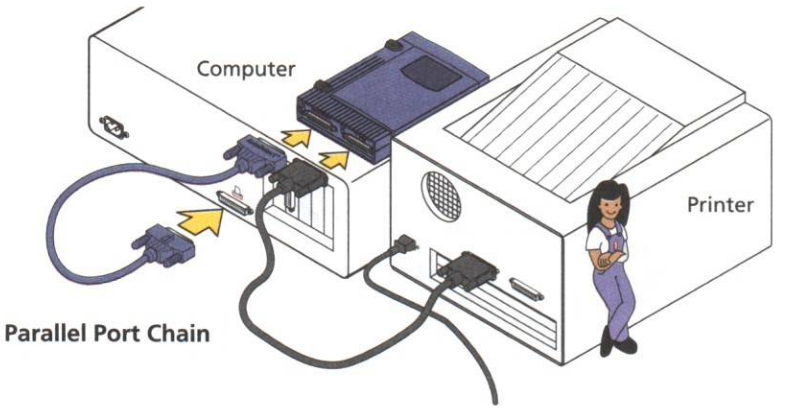


5 Optional: You can connect other devices to the Zip*Plus* drive.

■ ***SCSI Chain:*** *When ZipPlus is using a SCSI connection, you can connect other SCSI devices to the ZipPlus drive, or you can add ZipPlus to the end of an existing SCSI chain. Always make sure that each device in the SCSI chain has a unique SCSI ID number and the SCSI chain is correctly terminated. Check "Guidelines for SCSI Chains" on page 22 for more information.* ■

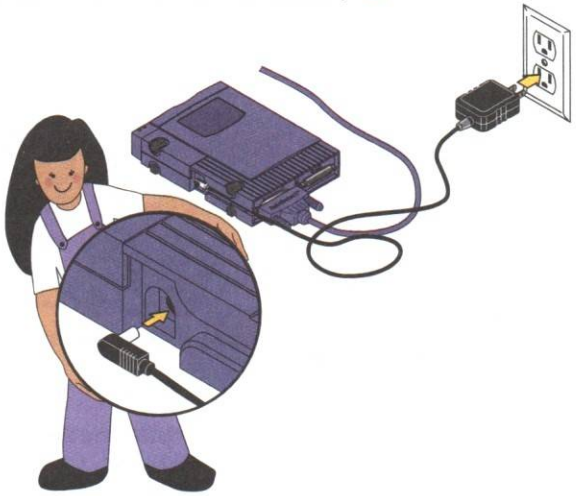


■ ***Parallel Port Chain:*** *When ZipPlus is connected to a parallel port connection, you can connect a printer or scanner to the data pass-through connector. Check "Connecting a Printer to ZipPlus" on page 24 for detailed instructions.* ■



6 Connect the power supply.

■ ***Universal Power Supply:*** *The new, lightweight power supply included with ZipPlus can be used worldwide. It works at any voltage from 100 to 240 volts – all you need is the appropriate plug adapter to connect to the outlets in the country where you are using it. (Plug adapters are available at most electronics stores worldwide.)* ■



■ ***How to turn the ZipPlus drive on:*** *The button on the front of the ZipPlus drive works as both a disk eject button and a power management button. With the power supply connected, you can turn power on by pressing the button, or you can insert a Zip disk and the drive will turn on automatically. Note that the green power light on the front of ZipPlus glows when power to the drive is on.*

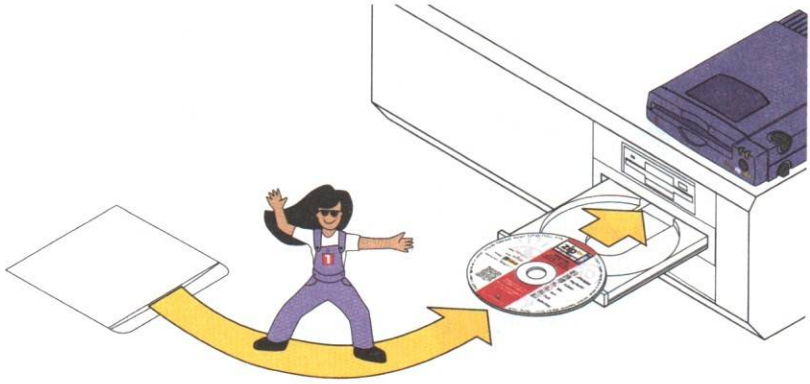
*Pushing the button will not eject a Zip disk that is mounted on the Mac Desktop. Use standard procedures to eject the disk. (See "Ejecting Zip Disks" on page 13.)

When you want to power down your ZipPlus drive, first eject any disk from the drive, then push the button to power down the drive. See page 13 for additional information on ZipPlus power management. ■

■ ***Important!*** *If a printer or other drives are connected to the ZipPlus drive, **always** leave the power supply connected to the drive so that data pass-through on the chain will work correctly.* ■

7 Turn your computer on and wait for the system to start.

8 Insert the Zip*Plus* software CD into the computer's CD-ROM drive.



■ ***No CD-ROM Drive?*** *If you want to install the ZipPlus drive on a computer that does not have a CD-ROM drive, you can order 3.5 inch floppy install diskettes using the card included with your drive, or you can download drivers from the Iomega Web site or build your own install diskettes. Refer to "How to Install Drivers Without a CD-ROM" on page 10 for additional instructions. Note that without a CD-ROM, you cannot install Iomega Tools or the ZipPlus multimedia software.* ■

9 Choose the language you want to use for your software installation.

■ ***PC Users (Windows 95, Windows NT, or Windows 3.1):*** *If the ZipPlus software setup window does not open automatically, follow these steps: (1) Open My Computer, Windows Explorer, or File Manager; (2) Double click the CD drive letter (usually D:, E:, or F:); (3) Double click* ***Install.exe*** *in the root directory of the ZipPlus CD; (4) Choose the language you want to use.* ■

■ ***Mac Users:*** *Double click* ***Iomega Install****. After the installer starts, choose the language you want to use.* ■

■ ***DOS Users:*** *Refer to "Tools Installation Instructions for DOS Users" on page 10.* ■

10 Click the button for "Install software" and follow the screen instructions.

Installing Iomega Tools puts a full package of applications and utilities on your hard drive to enable you to:

- **Back up your hard drive to Zip disks (1-Step Backup/Restore – Windows 95 & Windows NT; Dantz DiskFit Direct – Mac OS)**
- **Duplicate Zip disks using a single Zip drive (Copy Machine)**
- **Find files across multiple Zip disks (Findit)**
- **Password protect your Zip disks (Iomega Tools)**
- **Format Zip disks (Iomega Tools)**
- **Run drive diagnostics and set drive options (Iomega Tools)**
- **Synchronize files between your laptop and desktop computers (FileMatch)**
- **Use your Zip*Plus* drive temporarily on another computer (Guest95 for Windows 95; Guest for DOS & Windows 3.1; Guest for Mac)**

For information on the additional capabilities of your Iomega Tools software package, check the help files installed with the software. Page 17 of the User's Guide section includes instructions on getting help for Iomega Tools on all supported platforms.

■ ***IMPORTANT!*** *Installing the Iomega Tools software package also installs the software drivers needed for the ZipPlus drive. If the drivers are not installed, the ZipPlus drive may not be recognized or may not work correctly on the system.* ■

■ ***Windows NT Users:*** *In addition to the Tools software package, you may need to install the Iomega Zip Parallel Port driver on your system. Refer to the additional instructions for Windows NT users on pages 8 and 9.* ■

If you encounter problems installing the software, check the *Troubleshooting* section starting on page 26.

Congratulations! When the software installation is complete, your Zip*Plus* drive will be ready to use.

For information on using your new Zip*Plus* drive and Iomega Tools software, refer to the *User's Guide* section starting on page 12.

Driver Installation Instructions for Windows NT

If you connect the Zip*Plus* drive to the parallel port on a Windows NT system, you must install the Iomega Zip Parallel Port driver in order for the drive to be recognized by the system. You should also install the ToolsNT software package and run the Iomega Parallel Port Accelerator to maximize Zip*Plus* performance on the parallel port connection.

■ ***IMPORTANT!*** *You must have administrator privileges for your local computer in order to install software drivers under Windows NT. You must also have administrator privileges for your computer to run the ToolsNT utilities.* ■

Installing the Iomega Parallel Port Driver under NT 4.0

1. If you have not already done so, install the ToolsNT software package from the Zip*Plus* software CD using the **INSTALL.EXE** program.
2. Click Start, point to Settings, then click Control Panel.
3. Double click "SCSI Adapters."

   ■ ***NOTE:*** *Windows NT installs drives or adapters that use the parallel port interface as SCSI adapters.* ■

4. Select the "Drivers" tab and click the "Add" button.
5. Click "Have Disk" and make sure the Iomega Zip*Plus* software CD is inserted into the computer's CD-ROM drive.
6. Click "Browse" and select the drive letter for the CD-ROM drive.
7. Open the folder for the language you want to use.
8. Open the **WNTStuff** folder, then open the **Parallel** folder.
9. Check that the **OEMSetup.inf** file is highlighted and click "Open," then click "OK."
10. Double click the **Iomega Zip Parallel Port/Jaz Traveller** driver.
11. Enter the following path in the dialog box: **d:\english\wntstuff\parallel** (use the drive letter for your CD-ROM drive in place of d: and the folder name for the desired language in place of "english").
12. Click "OK.". Windows NT will then copy the driver file and add the Iomega Parallel Port/Jaz Traveller driver to the list of installed drivers found on the system.

13. At the next Windows NT dialog box, select "Yes" to reboot the system and load the new driver.

Installing the Iomega Parallel Port Driver under NT 3.51

1. If you have not already done so, install Iomega ToolsNT software from the Zip*Plus* software CD using the **INSTALL.EXE** program.
2. From the Windows NT Main program group, double-click on the Windows NT Setup icon.
3. From the Setup window, choose the Options pull-down menu and select "Add/Remove SCSI adapters."

   ■ ***NOTE:*** *Windows NT installs drives or adapters that use the parallel port interface as SCSI adapters.* ■

4. When the list of adapters appears, click "Add," then click "OK" in the message box.
5. Click the down arrow next to the window for "Select SCSI Adapter Option" to open the adapter list.
6. Scroll down to the bottom of the adapter list box and click on "Other."
7. Make sure the Iomega Zip*Plus* software CD is inserted into the computer's CD-ROM drive.
8. Enter the following path: **d:\english\wntstuff\parallel** (use the drive letter for your CD-ROM drive in place of d: and the folder name for the desired language in place of "english").
9. Click "OK." When the list of Iomega adapters appears, select the **Iomega Zip Parallel Port/Jaz Traveller** driver and click "OK."
10. Click the "Install" button.
11. Enter the path used in step 8 and click "OK." Windows NT will copy the driver file and add the Iomega Parallel Port driver to the list of installed adapters found by the system.
12. Click "Close" and exit Windows NT Setup.
13. Click "OK" at the message box and reboot the system.

Tools Installation Instructions for DOS Users

1. Determine the language you want to use for the Tools software package. Available languages and their corresponding directory names are listed below:

Language	Directory Name
English	english
Deutsch	deutsch
Français	francais
Español	espanol
Italiano	italiano
Nederlands	nederl
Português	portuges
Svenska	svenska

2. At the DOS prompt type: **d:\english\dosstuff\install** (use the CD-ROM drive letter in place of d: and the directory name for the desired language in place of "english").
3. Press Enter and follow the screen instructions to install Iomega SCSI software.
4. After the software installation is complete, reboot the computer.

How to Install Drivers Without a CD-ROM Drive

If you need to install or use your Zip*Plus* drive on a computer that does not have a CD-ROM drive, you can install the necessary drivers from a floppy diskette or download them from the Internet.

■ ***NOTE:*** *Installing the Iomega drivers will provide access to the ZipPlus drive on your computer; however, without a CD-ROM drive, you cannot install Iomega Tools or any of the ZipPlus multimedia software programs.* ■

Download Drivers from the Iomega Web Site

1. Contact the Iomega Web site at **http://www.iomega.com**.
2. Select **Software FTP** then click on the hotlink for **FTP Site**.
3. Select your operating system and download the Iomega driver software (version 5.4 or higher for Windows 95 and Windows 3.1).

Create Install Floppy Diskettes

If you have access to a computer that has a CD-ROM drive, you can create floppy diskettes for installing the necessary driver software:

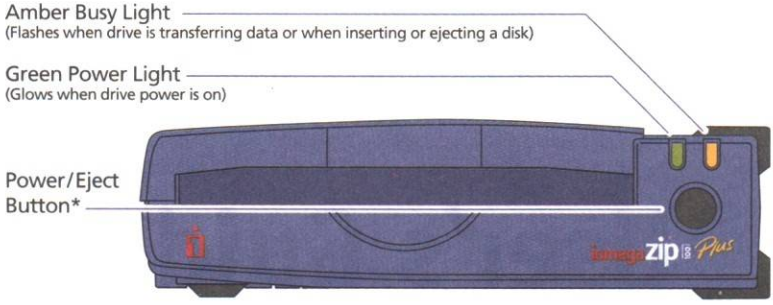
1. Insert a blank floppy diskette into the computer's floppy drive.
2. Insert the Zip*Plus* software CD into the CD-ROM drive.
3. Open a browse window for the Zip*Plus* CD, double click on **DoFloppy**, and follow the screen instructions.
4. To install software drivers for your Zip*Plus* drive, run **setup.exe** from the install diskettes you have created.

User's Guide

- *Operating the ZipPlus Drive*
- *Enhancing Parallel Port Speed*
- *ZipPlus Tips*
- *Iomega Tools Software*
- *Using Zip Disks*
- *Guidelines for SCSI Chains*
- *Connecting Your Printer to ZipPlus*

Operating the Zip*Plus* Drive

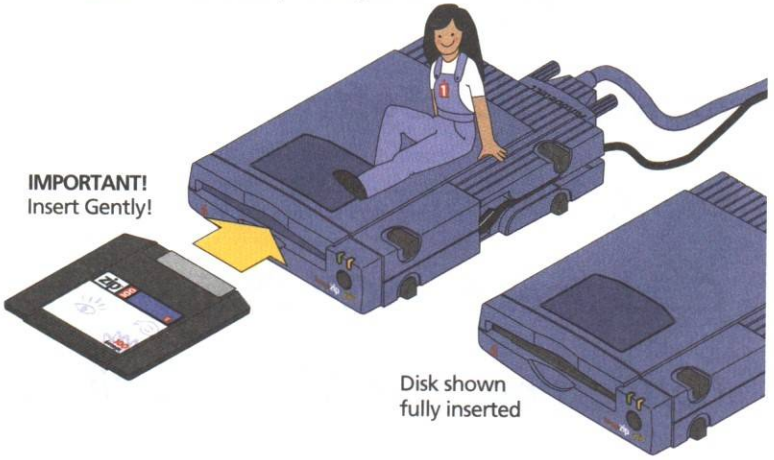
To use the Zip*Plus* drive, insert a Zip disk, then select the Zip*Plus* drive letter or disk icon on your computer. You can store and copy files to and from the Zip*Plus* drive using the same methods you use for other drives on your system.


Amber Busy Light
(Flashes when drive is transferring data or when inserting or ejecting a disk)
Green Power Light
(Glows when drive power is on)
Power/Eject Button*
iomegazip Plus

* The power/eject button will not eject a Zip disk that is mounted on the Mac Desktop. Use standard procedures to eject the disk (see "Ejecting Zip Disks" on page 13). The Zip*Plus* drive uses minimal power when powered down (see "Power Management" on page 13).

Inserting Zip Disks

When you insert a Zip disk, the amber busy light on the Zip*Plus* drive will flash momentarily, then go out.



CAUTION *Never put anything into your ZipPlus drive except Zip disks with this symbol: Using disks that do not have this symbol may cause damage to your drive or loss of data.* ■

Ejecting Zip Disks

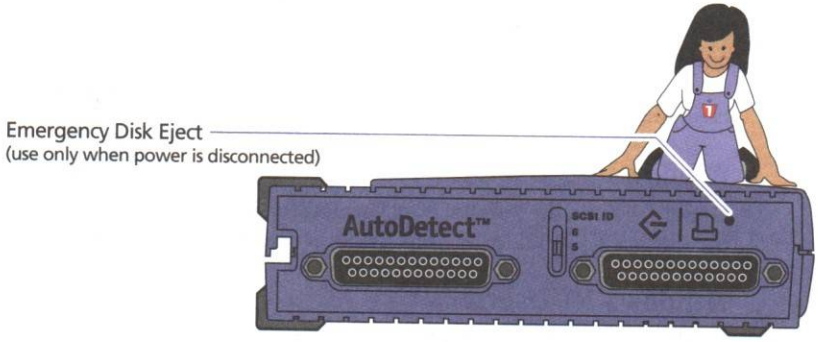
When your Zip*Plus* drive is not in use, remove the Zip disk from the drive and store it in its protective case.

- To eject the disk on Windows 95 or Windows/DOS systems, push the power/eject button once.
- To eject the disk on Windows NT systems, use the Iomega Tools software eject command.
- To eject the disk on Mac OS systems, select the Zip disk icon and use "Put Away" from the File menu, or drag the disk icon to the Trash icon.

Disk Eject in Case of Power Loss

The Zip*Plus* drive must be powered on for normal disk removal. If you need to eject a disk during a power failure, disconnect the power supply from the Zip*Plus* drive and push a straightened paper clip into the emergency disk eject hole on the back of the drive.

CAUTION *Never remove a disk manually while the power supply is connected to the ZipPlus drive. Never force a disk into or out of the ZipPlus drive as this could damage the drive.* ■



Zip*Plus* Power Management

The Zip*Plus* drive includes a power management feature that allows you to power down the drive when it is not in use. In power down mode, the drive uses a very small amount of power which is needed to support correct data pass-through and Iomega's AutoDetect technology. In order for Zip*Plus* power management to work correctly, the power supply must be connected to the drive and a working power outlet. For instructions on using the power/eject button, see the note on page 5.

Drive Sleep

The Zip*Plus* drive has an automatic sleep mode that automatically spins down a Zip disk after 15 minutes of inactivity. This feature minimizes power consumption when the Zip*Plus* drive is not being accessed. During drive sleep, the green power light remains on, and the disk automatically spins up again when accessed.

You can use the Iomega Tools program included with your drive to change the drive sleep setting. Refer to the Iomega Tools Help file included in your software package for additional information.

Enhancing Parallel Port Transfer Speed

The Zip*Plus* drive supports three parallel port data transfer modes that have different transfer speeds. Because all parallel ports are not alike, the Iomega installation software automatically uses the most compatible, but slowest mode when the Zip*Plus* drive is installed on a parallel port connection. After the Iomega Tools software installation is complete, you can run the Parallel Port Accelerator that is included in the software package to optimize the transfer rate for the Zip*Plus* drive. The Parallel Port Accelerator checks your system and automatically sets it up to use the fastest transfer mode for the Zip*Plus* drive that is supported by your computer's parallel port.

Here's how to run the Parallel Port Accelerator:

Parallel Port Accelerator

Windows 95 Users:

Double click on the **Parallel Port Accelerator** icon in the Iomega Tools folder on your Desktop or your Start Programs menu.

Windows NT Users:

Double click on the **Parallel Port Optimizer** icon in your Iomega ToolsNT Windows group.

Windows 3.1 Users:

Double click on the **Parallel Port Accelerator** icon in your Iomega Tools group.

DOS Users:

Run **OPTPPM1.EXE** from the **\IOMEGA** directory on drive C. Refer to README.TXT in the root directory of the Zip*Plus* software CD for more detailed instructions.

Zip*Plus* Tips

Here are a few tips you'll want to keep in mind to care for your ZipPlus drive and disks!

- Always make sure the power supply is connected to the drive before inserting a Zip disk. The automatic power-on feature cannot work correctly if the power supply is not connected.

  CAUTION *If a disk is inserted without the power supply connected, and power is then applied, it could damage the drive. If you accidently insert a disk when the power supply is not connected, eject it using the manual eject procedure described on page 13, then connect the power supply and reinsert the disk.* ■

- It is recommended that you use only the Zip*Plus* AutoDetect cable when connecting the Zip*Plus* drive to a computer. The AutoDetect cable is specially designed to allow the Zip*Plus* drive to correctly detect whether it is connected to a SCSI or parallel port connection. Other cables may not work.

- Never use ordinary 3.5" floppy diskettes or floppy head-cleaning disks in your Zip*Plus* drive. They will cause severe damage to the drive.

  CAUTION *Never put anything into your ZipPlus drive except Zip disks with this symbol: Using disks that do not have this symbol may cause damage to your drive or loss of data.* ■

- For best results, operate your Zip*Plus* drive on a level surface. Avoid moving the drive when a Zip disk is inserted and in use.

- It is a good idea to return the Zip disk to its case when not in use or when you are transporting your Zip*Plus* drive.

- Use only Iomega Zip power supplies with your Zip*Plus* drive.

  CAUTION *Using other power supplies could damage your ZipPlus drive.* ■

- Avoid exposing the Zip*Plus* drive or Zip disks to direct sunlight, high temperature, moisture, and magnetic fields.

- If you have other drives or a printer or scanner connected to the Zip*Plus* drive, make sure the power supply is always connected even if the Zip*Plus* drive is powered down. This provides the minimal amount of power required for correct data pass-through.

- Before connecting or disconnecting your Zip*Plus* drive, always shut down the computer and disconnect power from the drive.

Iomega Tools Software

Iomega Tools is a full package of software tools designed to help you take advantage of all the features of your Zip*Plus* drive. You can use Iomega Tools to format, copy, and protect your Zip disks, back up your hard drive, organize your files, set options for your Zip*Plus* drive, and more. The Iomega Tools package includes:

1-Step Backup/Restore

1-Step Backup easily backs up your hard drive to Zip disks. You can set 1-Step Backup to perform automatic scheduled backups and select backup options such as incremental or full. When you need to restore a backup, double click the 1-Step Restore icon. 1-Step Backup/Restore is available for Windows 95 and Windows NT.

Dantz® DiskFit Direct™

DiskFit Direct can be used under Mac OS (System 7 or higher) to conveniently back up a Mac hard disk to Zip disks.

Copy Machine

Copy Machine allows you to duplicate a Zip disk using a single Zip*Plus* drive. On IBM-compatible PC's, Copy Machine can also be used to copy files from one drive on your system to another (for example from the hard drive to your Zip*Plus* drive). Copy Machine is available for Windows 95, Windows NT, Windows 3.1, and Mac OS.

Tools

Tools is a collection of disk and drive management utilities, including format, disk protection, hard drive emulation, drive startup options, and diagnostics. Under Windows 95, the Tools are available directly from the drive shortcut menus (just right mouse click the Zip*Plus* drive icon in My Computer or Windows Explorer, then choose the tool you want to use). There are versions of Tools for Windows 95, Windows NT, Windows 3.1, DOS, and Mac OS.

Findit

Findit allows you to easily catalog, browse, and find files on all of your Zip disks and other removable disks. Findit is available for Windows 95, Windows NT, Windows 3.1, and Mac OS.

FileMatch by Leader Technologies

FileMatch lets you easily synchronize current files between your hard disk and a Zip disk. Ideal for matching files between your Desktop and a laptop. Available for Mac OS only.

Guest

The Guest program is a portable driver that lets you easily move your Zip*Plus* drive from one computer to another. When you run Guest, you can use your Zip*Plus* drive without having to permanently install the driver or Iomega Tools software.

There are different versions of Guest for Windows 95, Windows/DOS, and Mac OS. All versions of Guest can be conveniently loaded from the Zip*Plus* CD. For detailed instructions on using Guest, refer to "Help for Guest95" or GUESTHLP.TXT in the root directory of the Zip*Plus* software CD, or to the Guest Help file installed on Mac OS systems.

For information on how to use Iomega Tools ...

After the software is installed (see the instructions on pages 6 and 7), you can find information on using Iomega Tools by checking the help files for your system as described below:

Windows 95 Users

Open **Iomega Tools Help** from the Iomega Tools folder on your Start Programs menu. For help on any of the Tools application programs, just open the application and click the Help button.

Users with Windows 3.1 or Windows for Workgroups

Double click on the **Tools Help** icon that is located in your Iomega Tools program group.

DOS Users (Windows not installed)

Type **REFMAN.EXE** at the DOS prompt under the IOMEGA directory on drive C, then press the Enter key.

Windows NT Users

If you are using Windows NT 4.0, open **Iomega ToolsNT Help** from the Iomega ToolsNT folder on your Start Programs menu. If you are using Windows NT 3.51, double click on the **Iomega Tools Help** icon that is located in your Iomega Tools for Windows NT program group.

Mac OS Users

Open the Tools application program and click the Help button. You can also find help files in the **Manuals and Help** folder that is installed under **Iomega Tools** on the disk you selected for installation (usually the Mac hard disk).

Using Zip Disks

Your Zip*Plus* drive uses 100MB* Zip disks. This section describes just some of the things you can do with Zip disks. The help files contained in your Iomega Tools software package include additional information on using Zip disks.

*100MB capacity where 1MB = 1 million bytes. The capacity reported by your operating system may vary.

Backing Up with Zip Disks

You can use Zip disks to back up the hard drive on your computer or to back up other Zip disks. The easiest way to back up your hard drive to Zip disks is to use the backup program included in your Iomega Tools software package (1-Step Backup/Restore for Windows 95 and Windows NT or Dantz DiskFit Direct for Mac OS). If you want to back up selected files on your hard drive and have them immediately available without having to run a restore procedure, you can use your system's standard procedures to copy files from your hard drive to your Zip drive (for example, drag-and-drop files or folders using *My Computer* in Windows 95 or the *Finder* in Mac OS). For information on how to back up one Zip disk to another, see the next section.

Copying Zip Disks

If you need to make a copy of a Zip disk, or if you want to back up one Zip disk to another, use Copy Machine – it can duplicate a Zip disk using a single Zip drive. To copy a disk with Copy Machine, double click the Copy Machine icon in your Iomega Tools folder or program group, insert the disk you want to copy, and follow the screen instructions. If you need information on how to set Copy Machine options, click the Help button that is available within Copy Machine.

■ ***Important!*** *When copying Zip disks on IBM-compatible PC systems, do NOT use the Microsoft CopyDisk utility that is available when you right mouse click on the Zip drive icon under Windows 95 or Windows NT, or the DOS program DISKCOPY.EXE. These utilities only work correctly with floppy drives.* ■

Installing Applications to Zip Disks

If you are using Mac OS, just run the installer for the application and select the Zip disk as the target for installation. On a PC, some applications and games will install only to a fixed disk. In order to install these programs to a Zip disk, use the Make Nonremovable tool in your Iomega Tools software package to make the Zip disk appear as a

fixed disk to the system. After the software installation is complete, use Make Removable to restore disk removability.

Formatting Zip Disks

The blank 100MB Zip disk included with your Zip*Plus* drive is formatted for use with IBM-compatible PC's running Windows 95, Windows NT, or Windows/DOS. Additional Zip disks are available preformatted for IBM-compatible PC or for Macintosh. You can reformat your Zip disks as needed or change the format type using Format or Erase Disk in the Tools program on your system. This section includes brief instructions for formatting Zip disks under Windows 95, Windows NT 4.0, or Mac OS. If you are using Windows/DOS, refer to the Tools help file in your Iomega Tools program group for instructions. (See page 17 for information on accessing Tools help.)

CAUTION *Formatting a disk erases all data on the disk. Do not format any disk that contains information you want to keep!* ■

Formatting Zip Disks under Windows 95

1. Insert the disk you want to format into your Zip*Plus* drive.
2. Open *My Computer* and right mouse click on the Zip drive icon.
3. Select Format from the drive shortcut menu.
4. Choose Short Format if you want to erase all data on a disk so you can reuse it; choose Long Format with Surface Verify if you want to change the format type (from Mac to PC) or if you are formatting a disk where you have forgotten the password.
5. Click Start to start formatting the disk.

Formatting Zip Disks under Mac OS

1. Insert the disk you want to format into your Zip*Plus* drive.
2. Open the Iomega Tools folder on your Mac hard disk and double click the Tools icon.
3. In the main Tools window, click on the icon for the disk you want to erase.
4. Select the Erase Disk tool.
5. Choose Short Erase if you want to erase all data on a disk so you can reuse it; choose Long Erase if you want to change the format type (from PC to Mac) or if you are formatting a disk where you have forgotten the password.
6. Click Erase to start formatting the disk.

Read/Write Protecting Zip Disks

Iomega Tools software includes a special read/write protect feature that allows you to:

- Write Protect a disk through software instead of with a mechanical write protect switch.
- Write Protect a disk and assign a password that must be used to remove the write protect.
- Read Protect a disk so that it cannot be read from, or written to, unless the user enters the password you assign.

Setting Zip Disk Protection under Windows 95

1. Insert the disk you want to protect into your Zip*Plus* drive.
2. Open *My Computer* and right mouse click on the Zip drive icon.
3. Select Protect from the drive shortcut menu.
4. Choose the protection option you want to use. Click the Help button if you need information on any of the options.

Setting Zip Disk Protection under Mac OS

1. Insert the disk you want to protect into your Zip*Plus* drive.
2. Open the Iomega Tools folder on your Mac hard disk and double click the Tools icon.
3. In the main Tools window, click on the icon for the disk you want to protect or unprotect.
4. Select the Disk Protection tool.
5. Choose the protection option you want to use. Click the Help button if you need information on any of the options.

■ ***NOTE:*** *Although Zip disk protection options are set and removed using Tools software, the actual protection mechanism is secured in the drive hardware. This means the disk protection cannot be by-passed using other software programs.* ■

Instructions for Users with Windows NT or Windows/DOS

The Tools help file for your system contains information on formatting disks, setting disk protection options, copying disks, and setting drive and disk startup options. Refer to page 17 for instructions on how to access your Tools help file.

Using Zip Disks Cross-Platform

Your Zip*Plus* drive includes a blank 100MB, PC-formatted disk. Additional disks are available preformatted for Mac or IBM-compatible PC. If you use your Zip*Plus* drive on both PC and Mac systems, here are some important points about disk formats:

On PC Systems (Windows 95, Windows 3.1, Windows NT)

- PC systems cannot read a Mac-formatted Zip disk unless special software is installed on the system. If you try to use a Mac-formatted Zip disk on a PC that does not have disk exchange software installed, you will see a message indicating that the disk is not formatted.
- You can change a Mac-formatted disk to a PC-formatted disk by using the Iomega Tools Format utility on an IBM-compatible PC. Always use the **Long Format with Surface Verify** option when changing the format type.

CAUTION *Formatting a disk erases all data on the disk. Do not format any disk that contains information you want to keep!* ■

On Mac OS Systems

- You can use PC-formatted disks on a Mac OS system that has PC Exchange version 2 or higher installed. It is recommended that you use PC-formatted Zip disks for file transfer only. You may lose file resource information if files you use on a Mac OS system are stored on a PC-formatted disk.
- You can change a PC-formatted disk to a Mac-formatted disk by using the Iomega Tools application on a Mac OS system. Always use the **Long Erase** option when changing the format type. (Observe the ***CAUTION*** above!)
- Refer to the **Iomega Software Manual** (in the **Manuals and Help** folder within the **Iomega Tools** folder) for additional information on using PC-formatted Zip disks with PC Exchange (and other DOS-mounting utilities).

Transferring Files Between PC and Mac

If you need to transfer files between an IBM-compatible PC and a Mac, you can use a PC-formatted Zip disk if PC Exchange version 2 or higher is loaded on the Mac. You can use a Mac-formatted Zip disk if the PC has disk exchange software installed.

■ ***Note:*** *The ZipPlus drive does not convert file formats. When using files cross-platform, the file format and application must work on both PC and Mac platforms.* ■

Guidelines for SCSI Chains

What is SCSI?

SCSI (pronounced SKUH-zee) is an acronym for the Small Computer System Interface – an industry standard for connecting peripherals to most personal computers.

SCSI "Chain"

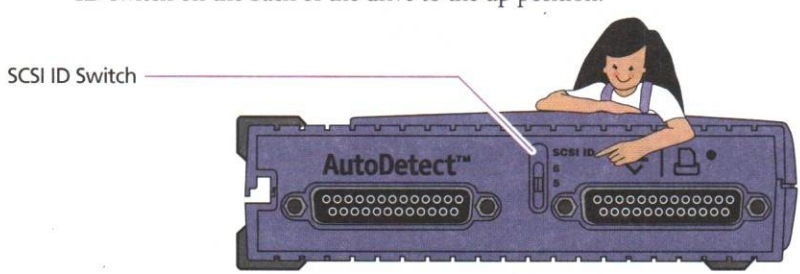
A SCSI chain is a series of SCSI devices cabled one to another on a single SCSI connection. You can add your Zip*Plus* drive to an existing SCSI chain, or you can form a SCSI chain by connecting other SCSI devices to the Zip*Plus* drive when it is using a SCSI connection (either built-in on a Mac, or from a SCSI host adapter on an IBM-compatible PC).

In order for all devices in a SCSI chain to work correctly, the combined chain length (the total of all cables in the SCSI chain) should not exceed these recommendations: **Standard SCSI** – 6 meters (19.6 feet); **Fast SCSI-2** – 3 meters (9.8 feet); **Ultra SCSI*** – 1.5 meters (4.9 feet). The chain must also follow SCSI rules for SCSI ID and termination.

* Use only one Zip*Plus* drive in an Ultra SCSI chain and make sure the total cable length for the chain does not exceed 1.5 meters (4.9 ft).

SCSI ID

SCSI ID is an address number (0 through 7) that is assigned to each SCSI device. In a SCSI chain, each device in the chain must have a different SCSI ID number, and ID 7 should NOT be used for any device as it is usually reserved for use by the controller. The Zip*Plus* drive is factory set to SCSI ID 5. If you have another device in the SCSI chain which is using SCSI ID 5, change the Zip*Plus* SCSI ID to 6 by moving the SCSI ID switch on the back of the drive to the up position.



CAUTION *To prevent damage to computer equipment or SCSI devices, always shut down the computer and turn off power to all devices in the SCSI chain before changing a SCSI ID setting or making other changes to the SCSI configuration.* ■

SCSI Termination

SCSI rules require that the first and last devices in a SCSI chain (and no others) have termination ON in order to provide proper data transfer. The Zip*Plus* drive can set its own termination automatically as long as the power supply is connected to the drive.

CAUTION *Data loss can occur if SCSI termination is ON for either too many or too few devices in the SCSI chain. The ZipPlus drive must be connected to a working power supply in order for the auto termination feature to work correctly.* ■

SCSI Connections for Zip*Plus*

Your Zip*Plus* drive operates in SCSI mode when connected to a SCSI host adapter card (such as the Zip Zoom SCSI accelerator) or to the built-in SCSI connection on a Mac.

■ ***IMPORTANT!*** *Your ZipPlus drive can work as part of a SCSI chain only when it is using a SCSI connection.* ■

The Zip*Plus* AutoDetect cable will connect directly to the Iomega Zip Zoom accelerator card or other 25-pin SCSI connections. If you want to connect your Zip*Plus* drive to a SCSI adapter or drive that does not have a DB25 female connector, you will need to use a cable converter or gender changer with the Zip*Plus* AutoDetect cable or another SCSI cable in order to make the connection. The table below describes what you need for some popular Iomega SCSI connections:

To connect Zip*Plus* to:	Use:
Zip Card PCMCIA-SCSI adapter	Cable included with the Zip Card + DB25 F/F gender changer*
Jaz drive	50HD to 25 D Sub SCSI cable** + DB25 F/F gender changer*
Mac PowerBook	Zip*Plus* AutoDetect cable* + HDI-SCSI adapter***

**Included with your ZipPlus drive.*
**Available as an Iomega accessory for Jaz. Order by calling 1-800-MY-STUFF.
***Available as a Zip accessory. Order by calling 1-800-MY-STUFF.

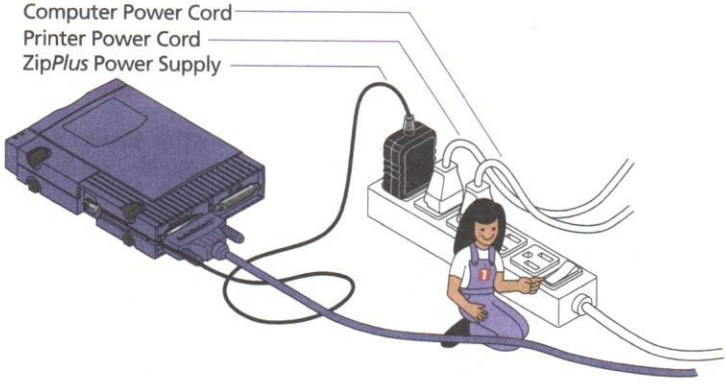
Non-Iomega SCSI Adapters

Check the Iomega web site (http://www.iomega.com) for information on compatible adapters for the Zip*Plus* drive.

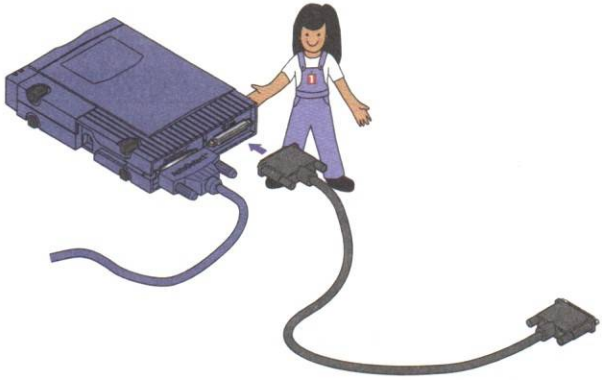
Connecting Your Printer to Zip*Plus*

When the Zip*Plus* drive is using a parallel port connection (printer port), you can connect a printer or scanner to the data pass-through connector on the Zip*Plus* drive using a standard printer cable.

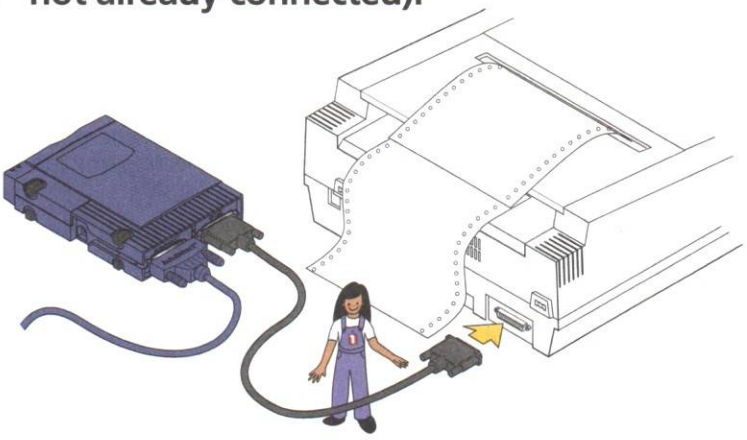
1 Shut down your computer and printer and disconnect power to the Zip*Plus* drive.



2 Connect the printer cable to the data pass-through connector on the Zip*Plus* drive.

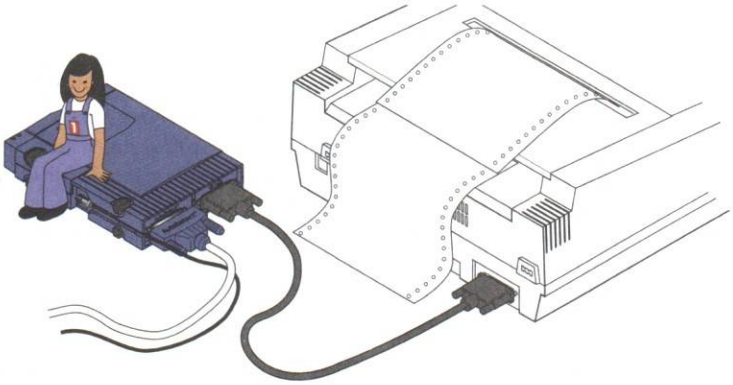


3 Connect the printer cable to the printer (if not already connected).



4 Reconnect power to the Zip*Plus* drive, turn on your computer, and turn on your printer.

If this is the first time connecting your printer to your computer you should now install any software that shipped with your printer.



■ *NOTE: The ZipPlus drive must be connected to a working power outlet in order for the printer pass-through feature to work.* ■

5 Windows 95 Users: If you experience problems with your scanner or printer, refer to the troubleshooting information on pages 30 and 31.

Troubleshooting

If you encounter a problem while installing or using your Zip*Plus* drive, check this section for help.

CAUTION *To prevent damage to computer equipment, turn off electrical power before connecting or disconnecting any cables.* ■

Green power light does not turn on when you push the power/eject button.

(a) Make sure you are using an Iomega Zip power supply and that it is connected to the Zip*Plus* drive as shown on page 5 of the Installation Guide.

(b) Make sure the power supply connector is completely inserted into the drive power connector.

(c) Make sure the power supply is plugged into a working power outlet.

Computer does not start up properly after installing Zip*Plus*.

This could be due to a hardware installation problem or a resource or software conflict on your computer system.

(a) If your Zip*Plus* drive is connected to a SCSI connection, try the following: (1) Make sure all SCSI connections are straight and on all the way. (2) *Tighten* all connector screws firmly and evenly, both on the connection to the Zip*Plus* drive and to the computer. (3) Make sure that each device in the SCSI chain has a unique SCSI ID number (no duplicates) and that the SCSI chain is correctly terminated. Refer to pages 22 and 23 of the *User's Guide* section for detailed information on SCSI ID and termination. If the computer still does not start up properly, go to suggestion (c).

(b) If your Zip*Plus* drive is connected to a parallel port, try the following: (1) Turn off your computer and disconnect power from the Zip*Plus* drive; (2) Turn on the computer first, then immediately connect the Zip*Plus* power supply. If the computer starts normally, always use this procedure when starting the computer, or connect both the computer and the Zip*Plus* power supply to a single power strip and always use the power strip switch to power on both at the same time. If the computer still does not start up properly, go to suggestion (c).

(c) If the computer still does not start correctly, the problem is probably due to a resource or software conflict on your computer system. Disconnect the Zip*Plus* drive from the computer and restart. Refer to MANUAL.EXE in the root directory of the Zip*Plus* software CD for problem solving information for Windows 95 and Windows/DOS systems. (Double click on the file to open it.) For other systems, refer to How to Get Help on page 36 for additional support information.

The Zip*Plus* drive is not assigned a drive letter (PC's) or a Zip disk does not appear on the Desktop (Mac's).

This could be due to a hardware installation problem or to a resource or software conflict on your computer system. The following suggestions will help you check your installation:

(a) Make sure the Zip*Plus* drive is connected to power before you boot or start the computer. (The green power light on the drive should come ON when you push the power/eject button.)

(b) Make sure you are using the data cable that came with your Zip*Plus* drive (it has the "AutoDetect" logo on one connector) and that it is connected to the drive and computer as shown on pages 2 and 3 of the Installation Guide

(c) Make sure that the cable connections are straight and on all the way. *Tighten* all connector screws firmly and evenly, both on the connection to the Zip*Plus* drive and to the computer.

(d) Make sure none of the connector pins on the Zip*Plus* AutoDetect connector or the computer end of the Zip*Plus* data cable are bent.

(e) If your Zip*Plus* drive is using a SCSI connection, make sure your installation complies with the SCSI Guidelines on pages 22 and 23. If your Zip*Plus* drive is connected to a SCSI host adapter, make sure the adapter is correctly installed in the computer. Refer to the documentation that came with the adapter.

(f) If you are using the Zip*Plus* drive on a Mac OS system, make sure a 100MB Zip disk is fully inserted in the Zip*Plus* drive. Allow a few seconds after inserting the disk for it to spin up and mount on the Mac Desktop.

(g) Try reinstalling Iomega Tools software. If you are using Windows 95 and Iomega Tools software is already installed, remove it using the "Add/Remove Programs" control panel, restart Windows 95, then reinstall Tools.

The Zip*Plus* drive is assigned multiple drive letters.

CAUTION *Do NOT use the ZipPlus drive if it has been assigned multiple drive letters! Using a removable drive when multiple drive letters are present may result in data loss.* ■

Refer to the problem solving information given for multiple drive letters in the electronic manual (MANUAL.EXE) on the Zip*Plus* software CD. To access the manual, insert the Zip*Plus* CD and run **manual.exe** from the root directory of the CD. Follow the instructions on the first screen of the manual to jump directly to the problem solving information for your system.

Installing the Zip*Plus* drive changes other drive letter assignments on your system, or you want to change the drive letter assigned to your Zip*Plus* drive.

Drive letter assignments are controlled by the operating system – in order to change a drive letter assignment, you must work with the procedures required by your computer's operating system.

Windows 95 Users:

If your computer is running Windows 95, use the instructions below to assign the desired drive letter to your Zip*Plus* drive.

a. Right mouse click on the icon for *My Computer* and select "Properties."

b. Click on the "Device Manager" tab.

c. Click the plus sign (+) next to "Disk drives," then click on the icon for the Zip*Plus* drive to select it.

d. Click on the "Properties" button located at the lower left of the Device Manager window.

e. Click on the "Settings" tab.

f. The Settings windows will tell you the current drive letter for the Zip*Plus* drive. To set a specific drive letter, select the desired drive letter in the dialog box for "Start drive letter." Note that the same drive letter should appear in the dialog box for "End drive letter."

Windows 3.1/DOS Users:

If your computer is using Windows 3.1 and/or DOS, refer to the information in the electronic manual on the Zip*Plus* software CD. To access the manual, run **manual.exe** from the root directory of the Zip*Plus* software CD. Follow the instructions on the first panel of the manual to jump directly to the section on DOS drive letter assignments (Section 4.1).

Windows NT Users:

Changing drive letter assignments under Windows NT is complicated and technical. For instructions, refer to the MS Knowledgebase at: http://www.microsoft.com/kb/articles/q142/6/35.htm

You want to use Windows 95 DOS mode with Zip*Plus*.

■ ***NOTE:*** *This section describes how to use MS-DOS mode, which is a start option for Windows 95. It does not apply to the DOS box (or window) that opens when you double click the MS-DOS Prompt icon within Windows 95. Use of the DOS box with the ZipPlus drive is fully supported.* ■

Operation of the Zip*Plus* drive under Windows 95 DOS mode is not fully supported at this time. Until full support is available, you must perform a clean reboot when switching to or from DOS mode in order for the Zip*Plus* drive to operate properly. Do not use the option from the Windows 95 Shut Down menu that reads: "Restart the computer in MS-DOS mode."

To switch to DOS mode: (1) Restart the computer and press F8 as soon as the text line "Starting Windows 95" appears on the screen. (This prompt appears just before the full-color Windows 95 logo screen loads.) (2) When the menu appears, select "Command Prompt Only." (3) After the system boots into DOS mode, run GUEST.EXE from the "Tools_95" folder on drive C.

This procedure will provide access to any Iomega drives on the system.

To return to the Windows 95 graphical interface, again restart the computer.

■ ***IMPORTANT!*** *Do NOT type "WIN" at the DOS prompt after running GUEST.EXE as this will cause drive letter ghosting (duplicate drive letters).* ■

Data transfer problems or drive operation is erratic.

(a) Make sure you are using the data cable that came with your Zip*Plus* drive (it has the "AutoDetect" logo on one connector) and that it is connected to the drive and computer as shown on pages 2 and 3 of the Installation Guide.

(b) Make sure all cable connections are straight and on all the way. *Tighten* the connector screws firmly and evenly, both on the connection to the Zip*Plus* drive and to the computer.

(c) If an internal device is connected to same SCSI adapter card as the Zip*Plus* drive, you may need to remove the SCSI terminators from the adapter. Refer to the documentation that came with the adapter.

Transfer speed seems slow when the Zip*Plus* drive is connected to a parallel port.

Data transfers on the parallel port are slower than on a SCSI connection; however, some parallel ports are faster than others. If the computer has a bi-directional parallel port or an EPP chip set, you may be able to use a faster mode of transfer which will significantly improve the performance of your Zip*Plus* drive. To optimize your system to use the fastest supported parallel port transfer mode, run the Parallel Port Accelerator after you install the Iomega Tools software. See Enhancing Zip Drive Transfer Speed on page 14 for specific instructions.

Problems with a scanner when it is connected to the Zip*Plus* parallel port pass-through connector.

Some scanners will not work correctly when connected to another parallel port device such as the Zip*Plus* drive. The compatibility issues are very similar to those described under Printer Troubleshooting for Windows 95 – problems result when scanner drivers are not designed to share the parallel port with another device in the Windows 95 environment.

If you encounter problems with a scanner when it is connected to the Zip*Plus* data pass-through connector, first check the following:

(a) Make sure the Zip*Plus* drive is correctly connected to the computer's parallel port connection.

(b) Make sure all data cable connections are straight and on all the way.

If the problem continues, contact your scanner manufacturer for help. Updated scanner drivers that resolve the parallel port pass-through conflict may be available. Currently, fixes are known to be available for the following scanners:

PageScan Color and PageScan Color Pro

Contact Logitech's web site to download the LOGISCAN.EXE patch. This patch was developed by Logitech to correct compatibility issues between the PageScan Color scanner, or the PageScan Color Pro scanner, and parallel port devices such as bidirectional printers or Zip drives running under Windows 95. Currently, there is no patch available for Windows 3.1 or Windows for Workgroups.

Logitech's home page address is: http://www.logitech.com. To download the patch: (1) Select Downloads from the Logitech home page; (2) Pick the PageScan Color or PageScan Color Pro scanner; (3) Select Patches; (4) Download the patch for Windows 95.

Printer Troubleshooting for Windows 95

■ ***IMPORTANT!*** *Most solutions found in this guide will not allow you to use your ZipPlus drive and your printer at the same time. To print a file stored on a Zip disk you must copy it to another disk other than your Zip (like a hard drive) and then print.* ■

Parallel Port Printer Pass-Through Solutions

Iomega has developed Windows 95 compatible drivers for the Zip*Plus* drive. However, some printers will not work correctly when connected to devices like the Zip*Plus* drive. Listed here are some possible solutions if you experience problems with your printer, but you should contact your printer manufacturer since they know how to best address parallel port printer issues.

If you are...

...experiencing any of the following problems

- **Printer does not work when connected to the Zip*Plus* drive**
- **The system stops responding (hangs)**
- **Information gets lost during file transfers**

...and you are using one of the following printers

Solution:	1	2	3	4	5	6
HP LaserJet 4s, 4+, 4v, 4si, 4p	X				X	
HP LaserJet 5L				X	X	
HP LaserJet 5P, 5M, 6P, 6M, and DeskJet 600c		X			X	
HP LaserJet 4L			X		X	
HP DeskJet 855c					X	X
HP DeskJet 820c series*						
Cannon BJC 610, 620, and 400 series					X	
Lexmark			X		X	
Okidata 600e					X	
Brother HL 630					X	
Printer Not Listed					X	X

* There are currently no known software fixes for this printer. To use this printer with your Zip*Plus* drive you should install an additional parallel port. Iomega has approved the use of Warp Nine Engineering's add-on card F/PortPlus which is fully compatible with the Zip*Plus* drive and will actually improve your drive's performance. Contact Warp Nine Engineering on the World Wide Web at http://www.fapo.com, or call 805-726-3560 for sales information.

...then you are having a parallel port conflict between your printer and your Zip*Plus* drive and should try using one of the possible solutions designated for your printer in the table on the previous page and discussed below.

■ ***IMPORTANT!*** *Iomega recognizes that conflicts with the parallel port pass-through feature on the ZipPlus drive are caused by printer drivers that are not designed to share the parallel port with another device in the Windows 95 environment. Because printer drivers are provided and updated from time to time by printer manufacturers, you should contact your printer manufacturer for the best way to resolve the pass-through conflict. Updated printer drivers may or may not be available for your printer.* ■

Printer Manufacturer Technical Support Numbers:

Hewlett Packard	(208) 323-2551
Canon	(757) 413-2848
Lexmark	(606) 232-3000
Okidata	(800) 862-5724
Brother	(800) 276-7746

Solution 1: Disable Status Monitor

The status monitor can usually be removed automatically with the following steps:

1. **Click the Start button and select RUN.**
2. **Type:** C:\windows\dinstall -fdinstall.ins **and select** OK.
3. **Follow the on-screen instructions.**
4. **Shut down and restart Windows 95.**

If necessary, the status monitor can be removed manually by using the following steps:

1. **Click the Start button and select the RUN option.**
2. **Type** WIN.INI **and select** OK.

3. **Locate the line LOAD=HPSW.EXE and place a semi-colon (;) at the beginning of that line so that it reads: ;LOAD=HPSW.EXE.**

■ ***NOTE:*** *If there are additional items on the LOAD= line, copy them and move them to a separate line. Note that the new line must begin with "LOAD=" in order to load the files correctly.* ■

4. **Exit the WIN.INI file and restart your computer.**

5. **Your Zip*Plus* drive should be ready to use.**

Solution 2: Changing Printer Properties

You can use the program HPPROPTY.EXE to change your printer's properties and get your Zip*Plus* drive and printer working together; however, you will lose your printer's status monitor.

1. **Before you access the Zip*Plus* drive, press <Ctrl+Alt+Delete>.**

2. **In the Task Manager select HPPROPTY and then select "End Task."**

3. **Double-click *My Computer* and open the hard drive (usually the "C" drive).**

4. **Open the Windows folder and then the System folder.**

5. **Find and right-mouse click the file HPPROPTY.EXE and choose "Rename."**

6. **Rename HPPROPTY.EXE to "HPPROPTY.BAK."**

7. **Your Zip*Plus* drive should be ready to use.**

Solution 3: Turn Off Bi-Directional Communication

If you are using Microsoft print system drivers, you may be able to use the following procedure to disable bi-directional communication to the printer.

1. **Open *My Computer*.**

2. **Open the "Printers" folder.**

3. **Right mouse click the printer you are connecting to your Zip*Plus* drive and select "Properties."**
4. **Click the "Details" tab.**
5. **Click on the button for "Spool settings" (toward the bottom of the window).**
6. **Click on "Disable bi-directional support for the printer."**
7. **Click on OK at the bottom of the window.**
8. **Your Zip*Plus* drive should be ready to use.**

The documentation that came with your printer may have detailed instructions on disabling bi-directional communication. If it does not and you are unable to disable bi-directional communication using one of the above procedures, **contact your printer manufacturer for help**.

Solution 4: Uninstall and Reinstall Printer Software

Uninstalling and reinstalling the printer drivers or the software that shipped with your printer while the printer is not connected may allow you to install the printer with the bi-directional mode disabled. Refer to the documentation that came with your printer for additional instructions.

1. **Shut down your system and disconnect power.**
2. **Disconnect your printer from the Zip*Plus* drive.**
3. **Turn on your computer and let Windows 95 load.**
4. **Click the Start button and select "Programs." Choose the HP LaserJet 5L folder and click Uninstall.**
5. **With printer disconnected, reinstall printer software and select "Install the PCL driver alternative."**
6. **Shut down your system and disconnect power.**
7. **Connect your printer and turn on your computer.**
8. **Your Zip*Plus* drive should be ready to use.**

Solution 5:
Use the Printer's "Print to File" Setting

Setting your printer to "Print to File" whenever it's not in use will enable you to use your Zip*Plus* drive as long as you do not need to print. To use your printer, close any files on your Zip disk and return the printer setting to normal. Do **not** attempt to access your Zip*Plus* drive until the print job is completed and you have changed the printer setting back to "Print to File."

■ ***NOTE:*** *If you accidently print something while your printer is set to "Print to File," it will create a file on your hard disk. To save space on your hard disk, just delete the print file.* ■

1. **Open *My Computer*.**
2. **Open the "Printers" folder.**
3. **Right mouse click the printer you are connecting to the Zip*Plus* drive and select "Properties."**
4. **Click the "Details" tab.**
5. **Click the down arrow button in the window under "Print to the following port."**
6. **Click on "FILE: (Creates a file on disk)."**
7. **Choose OK at the bottom of the window.**
8. **To use the printer again you must repeat the above steps but choose "LPT1" at step 6.**
9. **Your Zip*Plus* drive should be ready to use.**

Solution 6:
Getting Help for Your Specific Printer

If your specific printer is not addressed in this guide and you are having trouble printing, please contact your printer manufacturer for the best way to resolve the printer pass-through conflict.

If you have an HP printer, contact the HP web site for information on fixes that are currently available. The HP web site address is: http://www.hp.com/cposupport/indexes1/prhome.html.

Over time, Iomega may have more information on your specific printer in the Iomega Automated FAX Help system (801-778-5763), or on the World Wide Web at www.iomega.com.

How to Get Help

Iomega's goal is to provide state-of-the-art support for its customers. Over time, our support options may change to take advantage of evolving technology and global changes across the computer industry. This section of the manual contains information on the support options available at the time this manual was prepared. For up-to-date support information, contact Iomega's Home Page on the World Wide Web.

Iomega's Home Page: http://www.iomega.com

If you have access to the Internet, Iomega's home page offers you problem-solving support readily available 24 hours a day from a single Web site. Here's just some of what's available from our home page:

Latest drivers and other upgrades – Just download a single executable file, then run it to update your Iomega drivers or Tools software installation.

PDF library for Iomega manuals, installation guides, and user's guides. Here's where you can find the manual you've mislaid or updated documentation for the drive you bought last year. All you need to view and print the latest Iomega documentation is the Acrobat Reader. If you haven't already got the Acrobat Reader installed on your system, you can download it from Adobe's Web site: **http://www.adobe.com**.

HTML document library – A complete collection of support white papers for all Iomega products. Documents can be viewed and browsed directly within leading Web browsers. Any document you want to keep for reference can be printed directly or downloaded to your local system.

Automated FAX-back Help: (801) 778-5763

Our FAX-back automated help system allows you to use any touch-tone phone to instantly retrieve detailed support information to your FAX machine. When you call our FAX-back help number, you can order a catalog listing the FAX-back documents available for your Iomega product, or any document listed in the catalog. Just follow the voice instructions to order what you need.

One-on-One Iomega Technical Support

If you haven't got access to the Internet or a FAX machine and you have a problem you just can't resolve using the troubleshooting information in the manual, you can call One-On-One Technical Support for help.

One-on-One Technical Support is free of charge for issues Iomega determines relate to a defect in an Iomega product. Other issues are charged at the rate of $14.99 per incident for Zip products. You can call 1-888-4-IOMEGA*, toll-free, to charge the support cost to your credit card (VISA, MasterCard, American Express, or Discover), or you can call 1-900-4-IOMEGA* to put the support cost on your phone bill. Either way, the charge will be reversed if your reason for calling is found by Iomega to be due to a product defect.

Iomega's highly trained technical support associates are ready to take your call Monday through Friday from 6 a.m. to 9 p.m. and Saturday from 7 a.m. to 2 p.m. (Mountain Time).

*The One-on-One Technical Support numbers listed here are available only in the U.S. and Canada.

Product Repair or Return

Please call Iomega Technical Support for information on returning your Zip*Plus* drive or other Zip product for repair. The support charge for the call will be reversed if Iomega determines that the return is due to a product defect.

Support for Zip*Plus* Multimedia Software

Support for the multimedia software programs included with your Zip*Plus* drive is provided by the software providers; Iomega does not provide technical support for these programs. If you encounter problems while using any of the multimedia software, refer to the Zip*Plus* Multimedia Software Guide for a complete list of support options.

European Support Numbers

Refer to the electronic manual included with your Iomega Tools software package for a complete list of European support numbers.

United States FCC Information

The computer equipment described in this installation guide generates and uses radio frequency (RF) energy. If the equipment is not installed and operated in strict accordance with the manufacturer's instructions, interference to radio and television reception may result.

■ **Interference** This equipment complies with Part 15 of the FCC Rules and its operation is subject to the following conditions: (1) the equipment may not cause harmful interference, and (2) the equipment must accept any interference received, including interference that may cause undesired operation. ■

Part 15, Class B, of the FCC Rules, is designed to provide reasonable protection against radio and television interference in a residential installation. Although the equipment has been tested and found to comply with allowed RF emission limits, as specified in the above cited Rules, there is no guarantee that interference will not occur in a particular situation. Interference can be determined by turning the equipment off and on while monitoring radio or television reception. The user may be able to eliminate any interference by implementing one or more of the following measures:

- **Reorient the affected device and/or its receiving antenna.**
- **Increase the distance between the affected device and the computer equipment.**
- **Plug the computer and its peripherals into a different branch circuit from that used by the affected device.**

WARNING *Only the manufacturer's cable or an equivalent double shielded, host interface cable should be used with external subsystems. Other types of cables may violate FCC rules and regulations. Also, changes or modifications to the electronics or enclosure of this product must be expressly approved by Iomega; otherwise, the user's authority to operate the equipment may be voided by the FCC.* ■

FCC Declaration of Conformity

The Zip*Plus* 100MB drive has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Model: Z100PLUS. Manufacturer's Name: Iomega Corporation. Manufacturer's Address: 1821 West Iomega Way, Roy, UT, USA. Manufacturer's Telephone Number: (801) 778-1000. Responsible Party: Wayne Stewart.

Canadian DOC Information

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital devices as set out in the Radio Interference Regulations of the Canadian Department of Communications.

UL Approval

In North America, this product is intended to be supplied with a UL-listed and Canadian-certified Class 2 direct plug-in power unit, with a rated output of 5 Vdc, 1.0 A.

EN351001